

2012 Department of Economic Security (DES) Update By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	d. Develop One-Stop Resource Centers across the state to make it easier to access information on a variety of aging-related topics, issues, and services.	DES, AHCCCS	Area Agencies of Aging, Independent Living Centers, Division of Development Disabilities, Governor's Council on Aging, Alzheimer's Association	7/1/2008 – 6/30/2014	Az Links serves all of Arizona's 15 counties, except for the tribal areas. Regional Partnerships include networking events for local providers and advocacy organizations.
	e. Utilize existing resources such as State Health Insurance Program and Benefits Check Up to expand life choices and information on benefits program.	DES	Area Agency on Aging	Task completed	

Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	a. Partner with ADOT to increase transportation options for older people at the local level. <i>(DES is a Key Partner)</i>	ADOT	DES, AHCCCS, ADHS, Pinal/Gila Council on Aging, Community Agencies in Pinal County, Maricopa Association of Governments	Ongoing	No activity at this time

Objective 1.4: Increase access to health care and other social services for seniors of all socio-economic levels.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	d. Pursue changes to Arizona Health Care Cost Containment System (AHCCCS) eligibility to benefit low-income individuals in the workforce.	DES, AHCCCS	Senior Community Services Employment Program	Ongoing	No activity during 2012. New SCSEP Coordinator began in the summer of 2012 and will work with AHCCCS to pursue changes to AHCCCS' eligibility.
	e. Support statewide Respite Coalition incorporating aging and disability community.	DES		Ongoing	The original Lifespan Respite Program (LRP) grant project was completed on 9/30/12 and the final report is due on 12/31/12. The report will include information on the three main deliverables of the grant: 1) the caregiver assessment module was completed and implemented; 2) a public awareness campaign based on "Give Caregivers a Hand" was successfully carried out from November 2011 thru June of 2012; and 3) Region One provided respite to 19 caregivers of children with special needs, and those identified as being at-risk by Adult Protective Services. A new LRP grant was awarded to Arizona that runs from 8/1/12 thru 1/31/14.
	f. Outreach of services for homebound special needs population.	DES		Ongoing	No activity at this time.
	g. Expand service areas to include non-profit, faith-based agencies that serve children/youth that have been abused.	DES		Ongoing	ArizonaSERVES continues to encourage and engage faith-based and community organizations to work together with shared resources to creatively and effectively ensure children in out-of-home care stay connected to family members by providing locations and volunteers for high-quality supervised child visits throughout the family reunification process.
	h. Facilitate entry into support systems and services.	DES		Ongoing	Regional AZ Links partnerships provide statewide coverage (except in tribal areas). The online screening tool and the regional telephone assistance hotlines provide information and referrals. ADRC partners have improved their screening to determine need for Options Counseling and transition support after hospitalization. Community Information and Referral, a non-profit organization, has re-activated the 211 telephone service for assistance with questions about health and human services.
	k. Assess the needs and Adult Protective Services in domestic violence and sexual assault services to aging population in Arizona.	DES	State Agency Representatives on State Agency Coordination Team	Ongoing	The State Agency Coordination Team members continue to evaluate their funding supports to assess the impact the services made on reaching late life victims of domestic violence.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Develop culturally appropriate awareness campaigns to educate communities on elder abuse and other aging-related issues.	DES	Spanish news media	9/1/11 - Ongoing	In August 2012, a Spanish direct mail campaign was targeted to the Latino low income Medicare beneficiaries promoting Medicare Savings Program, Low Income Subsidy, and Prescription drug assistance. This targeted campaign delivered successful outcomes. As part of the Hispanic outreach campaign, hard-plastic palm cards in Spanish with a Medicare Savings Program message were produced and are part of the marketing tools developed to reach aging Latinos.
b. Increase the cultural and linguistic competency of aging services provided statewide.	DES	Area Agencies on Aging's, Alzheimer's Association-Desert SW Chapter, University of Arizona Center on Aging, Arizona State University, Direct Care Workforce Committee	7/1/2005-Ongoing	The translation of CarePRO, a program that assists family caregivers, into Spanish is underway and will be included as part of the final report for that project.
k. Collaborate with experts in the field to develop and provide training opportunities for professionals and others who have contact with older and vulnerable adults.	DES	Adult Protective Services/Direct Care Workforce	Ongoing	The DES Division of Aging and Adult Services, Adult Protective Services staff provided training aimed at law enforcement personnel as part of their continuing education requirements. APS continues to provide in-services about APS to various organizations and community agencies. The Direct Care Workforce has also completed its curriculum Principles of Caregiving, which is available free of charge on the website www.azdirectcare.org to providers, workers, and families, both in English and Spanish.
l. Coordinate to assist repatriates to settle back in the United States (International Social Services/Child Protective Services/Refugee Resettlement).	DES	Refugee Resettlement Program	12/31/2008 – Ongoing	In 2012, the Refugee Resettlement Program assisted with the repatriation of three (3) U.S. Citizens. Of those, two (2) individuals were initially identified as mentally ill; however, one was later deemed competent and declined services upon arrival.
m. Promote education on retirement planning.	DES	Aging and Disability Resource Center (ADRC)/State Health Insurance Assistance Program (SHIP)	Ongoing	Four AZ Links partner agencies have been offering Options Counseling service, which includes planning for the future.

Objective 2.2: Promote gerontological studies in all disciplines to address aging issues through a multidisciplinary approach.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Identify/adapt education related to aging that can be applied to all disciplines.	DES	Stop Abuse and Financial Exploitation of Elderly (S.A.F.E.E.), Older Adult Services Network, Kinship and Adoption Resource and Education (K.A.R.E.)	7/2005 - Ongoing	The CarePRO project is ongoing, and a new innovative adaptation of a similar intervention named EPIC (Early-stage Partners In Care) was rolled out in September of 2011. Both projects are psycho-educational interventions for caregivers that are evidence-based.

Objective 2.3: Educate and prepare the public and private sectors about the value and needs of older Arizonans.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
j. Partner with human resources departments of organizations providing tools.	DES		2010-2014 Ongoing	The State Health Insurance Assistance Program (SHIP) plans on developing partnerships with Regional Society of Human Resource Management Chapters and with private sector civic organizations to bring the awareness about how SHIPs assist people age 65 and older, and people under age 65 with certain disabilities, including those with End-Stage Renal Disease.
k. Increase outreach – specific to Medicare preventative services and Medicare Part D.	DES	Governor's Council on Aging/ALL	7/2005-Ongoing	Utilizing Medicare Improvement for Patients and Providers Act funding, DAAS continued to coordinate statewide educational and outreach events through September 30, 2012.

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
q. Promote awareness and provide education on the varying phases of aging to address the phases.	DES	Governor's Council on Aging/ALL	7/2005 - Ongoing	In 2012, GateWay, Pima and Coconino Community Colleges are continuing to offer Caregiving Training, and the AHCCCS has established new training requirements for Direct Care Workforces.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Facilitate coordination of health promotion and disease prevention programs statewide.	DES/AZDHS	Area Agencies on Aging, Arizona Living Well Institute	Ongoing	The Division of Aging and Adult Services continues to work closely with the Arizona Living Well Institute to embed the Healthy Living/ Chronic Disease Self- Management Program statewide in collaboration with the Area Agencies on Aging; develop relationships with Veteran's Affairs and Regional Behavioral Health Authority to implement Healthy Living.
b. Promote independence through the availability and accessibility of non-medical home and community based services.	DES	Governor's Council on Aging, Area Agencies on Aging	9/30/05 - ongoing	The Division of Aging and Adult Services implemented Chronic Disease Self-Management (Healthy Living) workshops and a fall prevention program named A Matter of Balance throughout the state. During SCSEP Program year 2011, the ADES/DAAS SCSEP partnered with the Healthy Living Chronic Disease Self-Management Program (CDSMP). In that same year, the Mohave County One-Stop Career Center - a state SCSEP sub-recipient - successfully had four participants complete training to become lay leaders. Moving forward, CDSMP will continue to be promoted to SCSEP participants not only for their own health benefit, but also as a viable option to learn new skills and potentially pursue employment as a workshop trainer.
c. Expand efforts to educate individuals about life care planning options and end-of-life options.	ADHS, DES	Caring Choices Coalition, Life, AZ Links Consortium	2009 - ongoing	AZ Links Partners developed standards and protocols for Options Counseling, a service designed to provide information and decision support for individuals exploring life and long-term support options. The service is offered by ADRC-AZ Links partners in two counties, with plans for expansion to other regions in 2013.
k. Create partnerships with community resources to deliver the most appropriate age specific wellness programs designed to assure active life styles and independency.	DES/AZDHS	Area Agencies on Aging, Arizona Living Well Institute	Ongoing	See 3.2.a
l. Utilize research and monitor trends that facilitate outcomes to enhance program development.	DES		Ongoing	Annual program evaluations continued in 2012.

Objective 3.3: Support aging services and programs that promote independence and self determination of choices for older adults

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Conduct an inventory of wellness programs and resources within local communities in partnership with Area Agencies on Aging's to identify local entities that conduct health and wellness programs.	DES	Area Agencies on Aging	Task Completed	
b. Decrease isolation of elders, with particular emphasis on rural and ethnic elders.	DES	DES & Area Agencies on Aging	Task Completed	
c. Promote visitation programs to the homebound.	DES	DES	Ongoing	No activity at this time.
e. Increase access of the family caregiver support services.	DES	Area Agencies on Aging & Arizona Caregiver Coalition	Ongoing	As part of the Lifespan Respite grant project, a toll-free statewide Caregiver Resource Line was launched in August 2012. It is anticipated that this new method of accessing information on available services will assist hundreds of caregivers a month.
f. Increase the number of eligible older adults receiving food stamps.	DES		Ongoing	The Division of Aging and Adult Services continues as a partner with the Arizona Nutrition Network to promote nutrition for older adults through the USDA's Supplemental Nutrition Assistance Program. The State Health Insurance Assistance Program provides information about the Supplemental Nutrition Assistance Program to Medicare beneficiaries that meet low income guidelines.
g. Integrate the principles of self determination, into models of care for case managers to promote putting decisions in the hands of the consumers and families.	DES	Area Agencies on Aging	Ongoing	As part of the Lifespan Respite Program, a Respite Summit was held in November 2012 to look at developing a respite voucher program to incorporate more consumer choice. The Division of Aging and Adult Services and Area Agencies on Aging are discussing options for putting into place additional self-directed services.

Goal 4: Increase the safety and well-being of older Arizonans.

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

Objective 4.1: Promote new and existing strategies to improve community safety for older adults.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Expand service integration efforts to include the safety and well being of older Arizonans.	DES	Area Agencies on Aging	3/2005 - Ongoing	The Division of Aging and Adult Services continues to monitor emergency preparedness plans to address the needs of "at risk" adults.
d. Initiate an education campaign to prevent elder abuse and heighten awareness to recognize the signs of elder abuse.	DES		7/2005 - On hold	On hold due to limited resources.
e. Build a continuum of accessible services to meet victim's service needs.	DES		7/5/2005 - Ongoing	Adult Protective Services and Area Agency on Aging, Region continue to utilize the Cooperative Agreement in an effort to assist APS clients with expedited in-home services. This process assists in decreasing the APS recidivism rate.
f. Work with local, county and private partners to identify existing problems and resources.	DES		7/5/2005 - On hold	On hold due to limited resources.
g. Coordinate fraud information with Adult Protective Services and AHCCCS (Fraud Unit data), in addition to agencies already involved in fraud prevention	DES		7/5/2005 - Ongoing	The Senior Medicare Patrol Project provides an annual Scam Jam and Shred-a-Thon event in Maricopa County, educating Medicare and Medicaid beneficiaries on health care fraud, errors and abuse.
h. Work to promote the expansion of the "Gatekeeper" Program statewide.	DES		12-31-08 – On hold	On hold due to limited resources.
i. Work with cities, counties, and state agencies to promote safety issues impacting elders, i.e., streetlights, construction sites, safety codes.	DES		On hold	On hold due to limited resources.
j. Partner with each Regional Long Term Care Ombudsman to develop visitation schedule of assisted living facilities within their regions.	DES		Task Completed	

Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Provide Adult Protective Service investigators with continuous professional training to improve responsiveness and timeliness of Adult Protective Service investigations.	DES		7/5/2005 - Ongoing	The Division of Aging and Adult Services/Adult Protective Services, Area Agency on Aging, Region One, and the Attorney General Office's Task Force Against Elder Abuse co-sponsored the 2012 National Adult Protective Services Association Conference. The conference brought prominent trainers and speakers in the field of abuse, neglect and exploitation which will provide top level training for the Adult Protective Services' workforce. APS was able to send most of the APS field staff to the conference in October 2012.
b. Provide Adult Protective Service investigators with continuous professional training to improve quality and response to reports of incapacitated and vulnerable adults who are victims of abuse, neglect, and exploitation.	DES	DES/CPS & DES/Risk Management	7/5/2005 - Ongoing	Adult Protective Services (APS) launched the APS CBT for all staff. It is mandatory for all new staff.
c. Cooperate with law enforcement agencies and prosecutors' offices to effectively carry out prosecution of perpetrators of abuse, neglect, and exploitation.	DES	Law Enforcement, AZ Elder Abuse Coalition & AG's office	7/5/2005 - Ongoing	Adult Protective Services continues to work with law enforcement in the investigation of high profile exploitation and abuse cases. APS established the Financial Exploitation Unit. The FEU will be investigating exploitation cases only.
j. Expand and enhance Adult Protective Services and victim services.	DES		On hold	On hold due to limited resources.
k. Promote respite to mitigate abuse by caregiver.	DES	DES/CPS & DES/Risk Management	Ongoing	The Lifespan Respite project funded respite for caregivers identified by Adult Protective Services as being "at risk", but that project ended on 9/30/12. It is anticipated that this process will be sustained after the grant using Title III-E funds from the Older Americans Act.
l. Establish participation with Attorney General statewide Task Force (Elder Abuse).	DES	Law Enforcement, AZ Elder Abuse Coalition & AG's office, Adult Protective Services is part of the new Attorney General's Office Task Force Against Senior Abuse, which members from the private and government sector.	12/31/2008 - ongoing	Adult Protective Services is part of a new Task Force Against Senior Abuse (TASA). The Task Force Mission is: Advise Attorney General Horne and members of TASA in matters concerning the senior citizens of Arizona, including assisting the Attorney General in both identifying statewide senior abuse issues and establishing goals for TASA to combat the identified issues; and encourage the development of a united voice through the formation of partnerships and alliances in communities around the state to identify the needs and concerns of our senior citizens, and to enhance their safety.

Objective 4.3: To develop an emergency preparation plan to address needs of "at risk" vulnerable adults requiring emergency evacuation.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Implement the Client Identification Program.	DES		7/20/08-Ongoing	Adult Protective Services continues to offer the Medallion program as needed and accepted.
b. Improve the coordination between Adult Protective Services, Arizona Department of Health Services, Arizona Health Care Cost Containment System, and the Long-Term Care Ombudsman Program in the closure of facilities.	DES	ADHS/AHCCCS	Task completed	

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Expand and enhance home and community based services (e.g. Transitional living assistance).	AHCCCS, DES	Area Agencies on Aging	July 1, 2006-ongoing	No activity at this time.
b. Facilitate and support caregiver education and ongoing access to useful caregiver resources.	AHCCCS, DES	Area Agencies on Aging	Ongoing	Refer to 3.3e
e. Offer flexible working conditions for employees with child and elder care issues, and better use of succession planning techniques such as mentoring, phased retirement, and employment flexibility.	DPS, DES	Law Enforcement Merit System Council.	7/2004-ongoing	Family Caregiver Support Coordinator and Senior Community Support Employment Program Coordinator are working together to address the needs of working caregivers.

Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Work with local long term care, in-home service providers, and other existing groups to provide training and assistance to caregivers.	ADHS, DES Suggest to remove ADHS as lead (Will see ADHS update first) Suggest adding AHCCCS	Direct Care Workforce Committee, Area Agencies on Aging.	Ongoing	Selected Area Agencies on Aging have offered caregiver training to family caregivers and to volunteers. The Direct Care Workforce Initiative continued to promote the Standardized Competencies and Principles of Caregiving Training materials and AHCCCS based its new training requirement on these materials. Over 100 provider agencies and three community colleges now offer training for caregivers. See also Strategy 2.1k.
i. Develop training materials for regional system staff on services and programs.	DES	Governor's Council on Aging, University of Arizona, Area Agencies on Aging	Ongoing	The Division of Aging and Adult Services developed web/computer based training for SCSEP contracted provider staff pertaining to administration of program. During Program Year 11/12, new policy was implemented that requires all prospective SCSEP Program Representatives to successfully complete a full series of computer based training modules. As of July 1, 2012, only one module is available. Completion and implementation of the remaining three modules is forthcoming.
j. Provide creative incentives to those providing direct care to the elderly.	DES		Ongoing	Home and Community Based Services Coordinator has been working with AHCCCS to create incentives for direct care workers.
l. Implement applicable recommendations from Citizens Workgroup for Direct Care Workforce (DCW).	DES	AHCCCS	2005-Ongoing	The training curriculum for direct care workers is published on www.azdirectcare.org . Participants in the DCW Initiative have created the Direct Care Workforce Alliance to continue work on the recommendations, such as outreach and marketing, promoting direct care professions, and quality training. DES-DAAS and AHCCCS-ALTCS continue to work with the Alliance and DES provides staff support and funding for workshops and related activities.
m. Advocate for professional development of direct care professionals.	DES	AHCCCS		See 5.2.c.

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
b. Increase employment opportunities with a living wage and training opportunities for older Arizonans.	DES	Governor's Council on Aging, Area Agencies on Aging, Mohave County One-Stop	10/1/2005 - Ongoing	The Senior Community Services Employment Program Coordinator will re-engage with the Governor's Advisory Council on Aging in January 2013 and every other month thereafter to continue strengthening this linkage.
l. Coordinate with the GACA Mature Workforce Committee to develop a public awareness campaign for employers/local employment agencies on utilization of mature workers.	DES		Ongoing	Governor's Council on Aging (GACA) and the Mature Workforce Committee (MWC) has taken the lead in conducting surveys with Workforce Investment Act One-Stop staff to determine how best to disseminate information on mature workers. In November 2011, surveys were distributed/conducted. Survey results were tallied in May 2012. The results of the surveys will be re-visited in January 2013 when GACA/MWC meeting commence.
m. Improve and enhance the Senior Community Service Employment Program	DES		Ongoing	Focus continues to be on providing technical assistance to sub-recipients. The development of a four-module, web-based computer based training course will provide all sub grantees access to training on key elements of the program based on sub recipient need. See 5.2(i)
n. Coordinate with the Mature Workforce Committee to implement the Mature Workforce Resource web portal.	DES		Task completed	
o. Provide leadership to statewide workforce development efforts for older adults.	DES		10/1/2005 - Ongoing	See 5.3.b

Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Develop an educational plan to address the varying phases of retirement for employers.	DES		Ongoing	No activity at this time.
b.	Promote the increase in retention rate of older employees.	DES		Ongoing	This topic continues to be included in the activities being led by the Governor's Council on Aging/Mature Workforce Committee and working with the WIA One-Stops.

Objective 5.5: Support older Arizonans' efforts to remain engaged in the workforce and civic engagement activities.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Provide technical assistance (resource identification) to the mature worker network.	DES		Ongoing	SCSEP sub-grantees continue to focus on developing alternatives for SCSEP participants who have reached their time limit of participation and do not exit the program with a secured employment opportunity.
b.	Promote employment opportunities for mature workers.	DES		Ongoing	See 5.3 b
c.	Increase FGP participation in existing volunteer sites.	DES		Task completed	
d.	Explore expanding Senior Companion to complement HCBS.	DES		Ongoing	No activity at this time.
e.	Provide resources, services and program development to promote the use of senior volunteers to support seniors.	DES		Ongoing	DES continues to provide resources and support to recruit Senior Medicare Patrol (SMP), Ombudsman and Senior Health Insurance Program volunteers. In 2012 the Division and the Area Agencies on Aging jointly recruited 50 new SMP volunteers statewide.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Develop programs and approaches to close the Adult Protective Services in the state's current aging services infrastructure and delivery system especially to underserved areas.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e. Utilize Community Network Teams to assess the needs of underserved areas.	DES		9/30/05 - 12/31/10	Due to resource limitations this strategy is suspended.

Objective 6.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e. Build collaborations that will increase accessible, safe and affordable housing options for seniors.	DES	Department of Housing (DOH)	July 2006 - ongoing	No activity at this time.
i. Cross train providers and utilize case managers across agencies to assist seniors with processes for dealing with multiple agencies and services.	DES		July 2006- Ongoing	Regional ADRC-AZ Links Partnerships conducted meetings or conference calls with partner agencies to educate staff about eligibility and services from other agencies. Information and referral staff in Maricopa and Pima Counties were trained on principles of Options Counseling to facilitate making referrals to trained Options Counselors.

Objective 6.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Expand health promotion/education opportunities by bringing public health and aging networks together.	ADHS, DES	Area Agencies on Aging's, Local Health Department, Community Agencies	4/05 - ongoing	Senior Community Services Employment Program is partnering with the AZ Living Well Institute to offer Healthy Living workshops to Senior Community Service Employment Program participants as a career path and personal self-management strategies. See 3.2 (b)
d. Increase available funding for aging services through resource development.	DES		9/1/2005 - ongoing	No activity at this time.
e. Increase needed supports through community partnerships, maximization of local resources, and expanded availability of caregivers.	DES		Ongoing	No activity at this time.
f. Enhance Adult Protective Services and Non-Medical Home and Community Based Services to meet the needs of the growing aging population.	DES	Public Fiduciaries, VA Fiduciary and Area Agencies on Aging	7/1/2005 - ongoing	DES continues to explore consumer direction and cost sharing options with Area Agencies on Aging. Community partnerships were strengthened through AZ Links. We now have AZ Links partnerships statewide. In August 2012, APS launched the Financial Exploitation unit in an effort to enhance the outcome of complex exploitation investigations.
g. Build a system of services that is accessible, practical, user-friendly, and culturally competent through partnerships.	DES		Ongoing	Refer to 1.1.d and 3.2.b
h. Partner with local communities to develop locally driven services and programs to meet the needs of the aging populations.	DES		Ongoing	Refer to 1.1.d and 3.2.b

Objective 6.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.					
STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a.	Pursue policy changes at the state and federal levels to allow more flexibility based upon local needs.	DES		Ongoing	In the 2011 update this strategy was combined with 5.3, since it is tied with the GACA/Mature Workforce Committee survey work.

Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
j. Partner with the Area Agencies on Aging to provide effective oversight of home and community based services.	DES	Area Agencies on Aging	Ongoing	The Division of Aging and Adult Services policy requires Area Agencies of Aging to monitor their providers on a regular basis. The Division of Aging and Adult Services provides oversight over this process and has implemented a schedule for monitoring the Area Agencies on Aging.
k. Develop quality assurance standards to measure the quality within Adult Protective Services.	DES		Ongoing	Quality assurance continues on a monthly basis where cases are randomly selected for review. Adult Protective Services Supervisors must review every case before closure. This review also provides supervisors with the information on the quality of Customer Service in the assessment of information received at the Central Intake Unit.
l. Review and revise policy and procedure manuals for internal use and the provider network as necessary.	DES		Ongoing	Revisions to the Division of Aging and Adult Services policy and procedures pertaining to Disease Prevention Health Promotion activities for AAAs using Older Americans Act (OAA) Title IIID funding for evidence-based health promotion programs. The policies were implemented on October 1, 2012.
m. Ensure health and wellness policies balance the needs of the elderly with respect to wellness and independency.	DES		Ongoing	The Division of Aging and Adult Services developed Disease Prevention Health Promotion policies specifically addressing wellness and independency. It is also a priority by the Health and Wellness Coordinator and it is a critical component of the Health and Wellness Initiative.

Objective 7.2: Establish regulations and policies to promote quality of care in all settings.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e. Ensure the highest quality of care through customer feedback.	DES		Ongoing	Provider and Legal Services satisfaction surveys were continued during this period. Overall satisfaction for the Legal Services provided for 2011 was 4.50 out of a possible 5.00. The Provider satisfaction for 2011 was 3.85 out of a possible 5.00.
f. Develop/improve quality resource management tools that support process improvement	DES		Ongoing	The Division of Aging and Adult Services Home and Community Based Services were updated to include Direct Care Workforce policy and procedures. Senior Community Services Employment Program and Disease Prevention Health Promotion policies were also revised. See 7.1. <u>1</u> .
g. Develop methodology of determining cost effectiveness of Home and Community Based Services, Arizona Performance Outcomes Measurement (AzPOMS) Project.	DES		Task completed due to elimination of funding	Funding was discontinued for the Performance Outcome Measurement Project (POMP) grant in 2011 and a final report of the findings was completed and submitted to the AoA.

Objective 7.3: Streamline policies, procedures, regulations, and statutes that reflect the changing nature of an aging population

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Pursue policy changes at the state and federal levels to allow more flexibility based upon local needs.	DES		Ongoing	No activity at this time.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
g. Research and Leverage funding to strengthen and enhance aging services in the state.	DES		Ongoing	The Division of Aging and Adult Services received grant funding to develop Options Counseling, designed to assist clients with planning for their long term care needs. The division is working with the Area Agencies on Aging to implement across the state. The Division received funding from the Arizona Department of Health Services to expand the Chronic Disease Self-Management Program (Healthy Living) and implement the Diabetes Self-Management Program through the Aging Network.
as. Maximize resources to improve service delivery.	DES		Ongoing	See 1.4H

Objective 8.2: Improve administrative processes to streamline activities and increase coordination.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Conduct needs, resources, strengths survey to evaluate current processes for relevancy and effectiveness.	DES		Ongoing	The Home-Based Services Survey was administered to recipients of in-home services in January 2012. Of those that responded, 88.7 percent said they were satisfied with their services and 91.9 percent felt their services helped them stay in their own homes. The annual Legal Satisfaction Survey was administered in April 2012. The overall satisfaction rating given by respondents was 4.50 out of a possible 5.00. Reports were written and distributed to the Area Agencies on Aging for them to review and implement any needed programmatic improvements.
d. Integrate departmental services in order to effectively serve the family unit.	DES	ALL	Ongoing	Through the Aging and Disability Resource Consortium, DAAS is currently working to effectively serve the family unit.

Objective 8.3: Use cross-agency collaboration to reduce administrative costs and maximize results.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Participate in the Interagency Council on Long Term Care, the Governor's Advisory Council on Aging, the Citizen's Work Group on the Long Term Care Workforce, and other work groups to identify Adult Protective Services in services and facilitate mutual improvement efforts.	DES	Governor's Council on Aging	Task completed 6/30/11	

Objective 8.4: Promote training and professional development of staff and managers.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Develop cultural and ethnic leadership within Division of Aging and Adult Services.	DES		Ongoing	The Division of Aging and Adult Services continues to use the Language Line to assist with translation needs for Limited English Proficiency clients. In November 2012, the Division of Aging and Adult Services, Independent Living Supports Unit staff received training on Lesbian, Gay, Bisexual, Transgender (LGBT) issues related to aging, increasing LGBT awareness and outreach strategies statewide.
b. Establish comprehensive, standardized education and training at all levels.	DES		Ongoing	The Division of Aging and Adult Services Mature Worker Program Coordinator has initiated the first of four web-based training modules for the Senior Community Services Employment Program. This will benefit not only the contracted provider staff, but also enhance the Division of Aging and Adult Services staff knowledge of the program. See 5.3 (m).
c. When possible employ staff trained in gerontological studies.	DES		Ongoing	No activity at this time.

Objective 8.5: Use advanced technology to enhance communication and improve management.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. State funded interactive technology capability (video conferencing).	DES		Ongoing	The Division of Aging and Adult Services continues to use interactive technology and webinars to hold meetings, trainings, etc.
b. Update Division of Aging and Adult Services websites - intranet and internet.	DES		Ongoing	The Division of Aging and Adult's redesigned website launched in June 2012. The division continues to review its current website for content and functionality.
c. Enhance Division of Aging and Adult Services technological ability to allow the Division of Aging and Adult Services, Area Agencies on Aging and providers to better access client data and program reports.	DES		Ongoing	The Division has been working with both internal staff and external contractors on the development of the division's new data system. Pilot training will occur in late December 2012. The new system should go live on July 1, 2013.

Key:	<u>Participating State Agencies and Boards</u>
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging